

# Print to Post



• • • Your quarterly source for printing and mailing information from the Department of Printing and Consolidated Mail Services

Volume 3, Issue 3

## CMS/PRT shared services

The Department of Printing (PRT) and Consolidated Mail Services (CMS) want to lead the way when it comes to combining operations and searching for savings. This means having to walk the talk.

Over the past few years these two agencies have been working together to advance consolidation of services and streamline those offered to customers. News of this ongoing effort appears regularly in Print to Post and it's time for an update.

At the turn of the fiscal year, PRT and CMS consolidated courier functions to bring a unified service to state agencies. Whereas pickups and deliveries of mail and printing materials were previously done independently, the majority of PRT materials have been folded into CMS courier routes.

PRT is still maintaining a limited courier service for transporting proofs but overall the partnership has saved the use of multiple vehicles, fuel costs and allowed PRT to reallocate personnel and resources to other areas.

All agencies that currently have a designated area and time where CMS picks up and delivers mail are now handled by CMS following their current schedule. Those customers with mailstops, should provide them when ordering items or sending items to the PRT main plant or copy centers.

If you don't know your mailstop you can look it up at [www.ga.wa.gov/mail](http://www.ga.wa.gov/mail), click on Lookup a PO Box. Mailstop numbers for the Copy Centers can be found there or on the PRT website at [www.prt.wa.gov](http://www.prt.wa.gov) under Copy Center, locations. If no mailstop is available please designate a street address and any special delivery instructions on orders. Call PRT Customer Service at 360-570-5555 or



CMS driver Pete Gorgas prepares for delivery at PRT.

CMS Customer Service at 360-586-0457 for further information.

Consider the ways that partnering with central services can help discover and create efficiencies in your agency to contribute to savings and sustainability. This allows you to remain focused on your core mission.

## Department of Licensing printing redesign saves state money

The Department of Licensing (DOL) has redesigned a number of recurring printing projects to achieve significant cost savings and sustain local jobs.

A team with members from the Department of Printing, the Department of General Administration's Consolidated Mail Services (CMS), and Department of Licensing worked extensively to identify ways to make the design and printing of some of DOL's largest mailings more efficient. Improvements to these products, which include vehicle titles, vessel titles and vehicle renewal notices, are expected to save more than \$360,000 per year.

"The economic and environmental benefits coming out of our new partnership with the Department of

Printing are fantastic," DOL Director Liz Luce said. "We are saving taxpayer dollars, using paper made in our state, and Washingtonians are doing the job."

Department of Printing Director Jean-Luc Devis said, "We are very excited to partner with the Department of Licensing and General Administration to bring over \$3 million of work back into Washington State. As the first State Printer certified by the Forest Stewardship Council, we are proud to produce the Department of Licensing documents on paper that is sustainably harvested and produced at the Grays Harbor Mill."

The agencies began mailing the newly designed materials, including the vehicle and vessel titles, to the public in April 2009.

### In this issue

CMS/PRT shared services .....	Page 1
DOL printing redesign saves state money .....	Page 1
A new name for PRT Online .....	Page 2
Have you evaluated your envelopes lately? .....	Page 2
Snow days .....	Page 2
New personnel .....	Page 2
Kids attend PRT Customer Forum .....	Page 3
Save big on delivery confirmation .....	Page 3
GA Trade Show .....	Page 3
Sponsor's corner .....	Page 4
Dates to remember .....	Page 4

*continued on page 2*

## A new name for **PRT Online**

In response to customer business needs, the Department of Printing (PRT) online storefront will soon have a new look and name.

The site offers numerous benefits to our customers. New templates have multiple features so one template can replace several from the old system. Fewer templates make it easier to locate the one you need when creating new favorites.

Files can be uploaded for conversion to a pdf for products without a template. Data for mailing print jobs may be uploaded as well. Specifications of the job can be submitted, estimated, completed,

and approved online. In many cases an estimate will be provided by the system immediately. In addition to save and edit features, the system also provides the ability to retrieve previous orders and re-submit.

Presently, a pilot is underway to test product ordering and PRT internal processes. As templates are completed the account administrator for each agency, city, or county will be contacted. At that time, training will be offered and an implementation schedule established.

PRT looks forward to offering a faster, easier, and more efficient method to order print products.

## Have you evaluated your envelopes lately?

In order to get the best rate possible for mailings, it is important to note guidelines in the United States Postal Service (USPS) procedures for windowed envelopes prior to placing your next order. USPS currently practices a four-sided tap test (tapping of the envelope on all sides to ensure address information as well as postal bar codes are visible if contents of the envelope move around). Number ten (#10) bar-notch envelopes tend to be problematic when going through the tap test and should be carefully evaluated prior to ordering quantities for future use.

The optimal height of windowed envelopes is 1 ½ inches high and between 4 ½ and 5 ½ inches wide. If data inside the window is more than three lines, it is important to consult with Department of Printing (PRT) staff in order to avoid additional postage. For example, a First Class Presort one ounce mailing envelope that passed the tap test receives a 38 cent automated per piece rate, while a mail piece that did not pass the tap test receives a non-automated rate of 44 cents per piece. For a 25,000 piece mailing, the extra expense incurred would be \$1,500. For larger mailings, the expense for non-automated materials can be substantial.

Please feel free to contact your PRT Customer Service Representative for consultation prior to your next order placement.

## Snow days



Anyone in western Washington over the last couple of years no doubt remembers the significant ice and snow storms with a flooding chaser that caused a myriad of problems for many.

As winter approaches the Department of Printing and Consolidated Mail Services would like to remind you of a few things you can do to help delivery drivers stay timely, efficient, and most importantly safe:

- Should your office close early due to inclement weather please call CMS and PRT. It is helpful not only in allowing drivers to skip closed offices and stay on time, but in reducing the amount of time driving in poor conditions.

- Please make sure your office's contact information is up to date in case a driver needs to call to confirm closures or location changes.

On days with extremely poor weather, please consider using a centralized location for mail pick up or delivery for your building or office park. If it won't negatively impact your service, it could help others along the route.

Thank you for helping to make sure this winter's deliveries go as smoothly as possible. To update contact information or to report an office closure, please contact CMS Customer Service at (360) 664-9507 or PRT Customer Service at (360) 570-5555.

## Print to Post **personnel**



**Amy Julsrud**   
*Customer Service Specialist 2*

Amy Julsrud is the newest member in the Customer Service department at Consolidated Mail Services (CMS). She joined GA in May, 2006 as an Office Assistant for the Purchased Services Contract team in the Office of State Procurement. She came to CMS in July and occupies the front desk in the Administration office where she works with customers and handles a variety of tasks. Amy is eager to help customers in any way she can. You can reach Amy by calling 360-586-0457 or emailing her at amy.julsrud@ga.wa.gov.



**Katherine Vasquez**   
*Contracting Program Manager*

Katherine Vasquez joined the Department of Printing (PRT) on August 3, 2009 as the Contracting Program Manager. Katherine brings extensive government contracting experience to this position. She has worked for the Cowlitz Indian Tribe and several state agencies including Department of Licensing, Employment Security, and most recently the Department of Social and Health Services. Her breadth of knowledge about government and inter-governmental relations will be very beneficial to PRT.

## Department of Licensing printing redesign saves state money *continued ...*

The new vehicle license renewal notices will start showing up in vehicle owners' mailboxes this autumn. The new renewal notices will continue to be printed on letter-size paper, but the use of colored inks is being eliminated.

"This is another example of state agencies working smarter to save money and improve the way they go about their business," said General Administration Director Linda Villegas Bremer whose mail services program, CMS, manages the mailing of all the redesigned products.



## Kids attend Department of Printing Customer Forum

PRT put a new spin on the June Quarterly Customer Forum by incorporating Take Your Kids to Work Day. Numerous agency attendees as well as children of staff members received a first look at the new online ordering system. The kids demonstrated how easy-to-use the new system is by ordering a few business cards and watching the cards print on the digital NexPress.

Attendees enjoyed a tour and saw the printing plant in action. These events are offered quarterly to familiarize customers with different printing products



Department of Printing Assistant Director Dan Swisher (far right) leads a plant tour during the June Quarterly Customer Forum and Take Kids to Work Day.

and services. The next Customer Forum is scheduled for Wednesday, January 6, 2010.

## Save big on delivery confirmation with E-RR

Consolidated Mail Services (CMS) is now offering Electronic Return Receipt (E-RR) as an option for delivery confirmation on Certified Mail. E-RR can replace the hardcopy version of the USPS Return Receipt, PS Form 3811. Information about the delivery, including a signature, is transmitted electronically upon

request in a pdf document. The postage savings for E-RR versus PS Form 3811 is \$1.20 per piece.

Certified Mail with E-RR requires a special barcode label and a little extra training. If you are interested in using E-RR with your mailings, please contact CMS Customer Service at 360-664-9507.

SENDER: COMPLETE THIS SECTION		COMPLETE THIS SECTION ON DELIVERY	
<ul style="list-style-type: none"> <li>Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.</li> <li>Print your name and address on the reverse so that we can return the card to you.</li> <li>Attach this card to the back of the mailpiece, or on the front if space permits.</li> </ul>		<p>A. Signature <input checked="" type="checkbox"/> Agent <input type="checkbox"/> Addressee</p> <p>B. Received by (Printed Name) C. Date of Delivery</p> <p>D. Is delivery address different from item 1? <input type="checkbox"/> Yes <input type="checkbox"/> No If YES, enter delivery address below:</p>	
<p>1. Article Addressed to:</p> <p>91 7306 2133 3936 4305 7085</p> <p>CERTIFIED MAIL</p> <p>91 7306 2133 3936 4305 7085</p>		<p>3. Service Type</p> <p><input type="checkbox"/> Certified Mail <input type="checkbox"/> Express Mail</p> <p><input type="checkbox"/> Registered <input type="checkbox"/> Return Receipt for Merchandise</p> <p><input type="checkbox"/> Insured Mail <input type="checkbox"/> C.O.D.</p>	
<p>2. Article Number (Transfer from service label)</p>		<p>4. Restricted Delivery? (Extra Fee) <input type="checkbox"/> Yes</p>	
PS Form 3811, February 2004		Domestic Return Receipt 102595-02-M-1540	

## GA trade show

Mark your calendars for October 28 and 29, 2009 to attend General Administration's Annual Training Conference and Tradeshow. This year's event theme is "Sustainability" and will be held at the Greater Tacoma Trade and Convention Center.

The Department of Printing will be presenting a class on Sustainable

Printing Practices from 9:50 to 10:50 on October 28. Come learn the most efficient and cost-effective ways to manage your printing while helping the environment.

For additional information, go to the GA website at [www.ga.wa.gov](http://www.ga.wa.gov) and click on the "news and events" link.

## Print to Post

Is a quarterly publication of the Washington State Department of Printing and General Administration's Consolidated Mail Services. The newsletter is designed to inform our customers and other interested parties about the latest services, industry news and technological advances from both organizations as well as printing and mailing in general.

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# Sponsor's Corner

In February of 2009 Governor Gregoire introduced wide-ranging proposals to reform Washington State government and refine the ways agencies deliver services. We at Consolidated Mail Services and our partners at the Department of Printing know that our two agencies can be instrumental in helping the state pursue the primary goals of this program.

## Streamlined Government Operations

Central to the push for government reform is the campaign to consolidate similar functions.

On the cover page of this issue is yet another story about how PRT and CMS have been striving to make printing and mailing a seamless process for our customers. Inside are a few more examples of how our teams have worked with other agencies to realize internally the sort of streamlining that is at the heart of the Governor's reform goals, as well as the unveiling of yet more new services that can save time and money.

We use this format to show you our eagerness to cooperate with customers and

## Streamlined operations and 21st century service

ensure all needs are thoroughly met, but it presents only a fraction of the full story. The typical day of PRT and CMS is occupied by finding new ways to reduce duplication of services – be it inside our own walls or courier structures miles away – and find savings through the most efficient use of our time and resources. Explicitly spelled out in the Governor's announcement of the reform proposal is the need to help agencies focus more effort on *their* core missions. That is precisely what *our* core mission has always been.

## Deliver 21<sup>st</sup> Century Customer Service

Both of our organizations place a high premium on quality customer service that goes beyond simply answering questions and providing technical guidance. To augment our work in streamlining services, our customer service teams hold regular outreach events such as trainings and open house days to make agencies aware of the full array of cost-saving and suitability-promoting options available. We work together extensively with customers to make sure old duplication can

be retired while needs are still met by new consolidated service.

As we continue our work to support the goals of reforming government operations, we hope you will examine the areas in your agency that can be streamlined in partnership with us; your central service agencies.

**Kathy McComb,**  
Program Manager  
Consolidated Mail Services

## Dates to Remember

October 28 – 29	GA Annual Training Conference and Tradeshow, Tacoma
November 1	End of Daylight Savings Time
November 3	CMS Customer Training and Tour
November 11	Veteran's Day
November 26	Thanksgiving
November 27	State Holiday
December 10	CMS Open House
December 25	Christmas Day
January 1	New Year's Day
January 6	PRT Customer Forum

